

MONTHLY SUMMARY "CONTACT" TRACKING SHEET BY COMPANY

DTE Satisfaction Tracking Study

Conducted by Harpers Research & Consulting

January, 2004

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DTE - Residential Contact Tracking - 2003

1. How satisfied were you with the service you received from the Customer Service Department of KeySpan Energy Delivery?
Boston Gas

	Year 2003												YTD
	Jan'03	Feb'03	March'03	Apr'03	May'03	June'03	July'03	Aug'03	Sep'03	Oct'03	Nov'03	Dec'03	
TOTAL	47 100%	50 100%	48 100%	50 100%	49 100%	48 100%	50 100%	48 100%	50 100%	49 100%	49 100%	50 100%	588 100%
Top 3 box	40 85%	42 84%	43 90%	42 84%	45 92%	42 88%	42 84%	45 94%	47 94%	45 92%	41 84%	43 86%	517 88%
Neutral	1 2%	1 2%	2 4%	2 4%	1 2%	4 8%	4 8%	1 2%	1 2%	- -	3 6%	- -	20 3%
Bottom 3 box	6 13%	7 14%	3 6%	6 12%	3 6%	2 4%	4 8%	2 4%	2 4%	4 8%	5 10%	7 14%	51 9%
7 - Very Satisfied	32 68%	27 54%	26 54%	33 66%	31 63%	31 65%	25 50%	25 52%	27 54%	33 67%	25 51%	33 66%	348 59%
6	3 6%	12 24%	8 17%	7 14%	5 10%	6 12%	12 24%	6 12%	16 32%	7 14%	6 12%	3 6%	91 15%
5	5 11%	3 6%	9 19%	2 4%	9 18%	5 10%	5 10%	14 29%	4 8%	5 10%	10 20%	7 14%	78 13%
4	1 2%	1 2%	2 4%	2 4%	1 2%	4 8%	4 8%	1 2%	1 2%	- -	3 6%	- -	20 3%
3	1 2%	2 4%	- -	1 2%	- -	1 2%	2 4%	- -	2 4%	- -	2 4%	2 4%	13 2%
2	1 2%	- -	2 4%	2 4%	2 4%	- -	- -	1 2%	- -	- -	- -	1 2%	9 2%
1 - Very Dissatisfied	4 9%	5 10%	1 2%	3 6%	1 2%	1 2%	2 4%	1 2%	- -	4 8%	3 6%	4 8%	29 5%
DK	2	-	2	-	1	2	-	1	1	1	1	-	11
REFUSED	1	-	-	-	-	-	-	1	-	-	-	-	2
MEAN	6.0	5.8	6.0	6.0	6.1	6.2	5.9	6.0	6.3	6.2	5.8	5.9	6.0

DTE - Residential Contact Tracking - 2003

1. How satisfied were you with the service you received from the Customer Service Department of KeySpan Energy Delivery?
Essex Gas

	Year 2003												YTD
	Jan'03	Feb'03	March'03	Apr'03	May'03	June'03	July'03	Aug'03	Sep'03	Oct'03	Nov'03	Dec'03	
TOTAL	49 100%	49 100%	49 100%	49 100%	48 100%	50 100%	48 100%	47 100%	49 100%	51 100%	50 100%	49 100%	588 100%
Top 3 box	47 96%	45 92%	43 88%	44 90%	38 79%	46 92%	43 90%	45 96%	46 94%	44 86%	41 82%	44 90%	526 89%
Neutral	1 2%	2 4%	2 4%	2 4%	1 2%	2 4%	4 8%	-	1 2%	3 6%	2 4%	2 4%	22 4%
Bottom 3 box	1 2%	2 4%	4 8%	3 6%	9 19%	2 4%	1 2%	2 4%	2 4%	4 8%	7 14%	3 6%	40 7%
7 - Very Satisfied	33 67%	31 63%	31 63%	34 69%	31 65%	33 66%	28 58%	35 74%	36 73%	29 57%	25 50%	27 55%	373 63%
6	9 18%	9 18%	8 16%	5 10%	4 8%	7 14%	10 21%	5 11%	8 16%	8 16%	6 12%	11 22%	90 15%
5	5 10%	5 10%	4 8%	5 10%	3 6%	6 12%	5 10%	5 11%	2 4%	7 14%	10 20%	6 12%	63 11%
4	1 2%	2 4%	2 4%	2 4%	1 2%	2 4%	4 8%	-	1 2%	3 6%	2 4%	2 4%	22 4%
3	-	1 2%	3 6%	-	1 2%	1 2%	-	1 2%	-	2 4%	2 4%	1 2%	12 2%
2	-	1 2%	-	-	1 2%	1 2%	1 2%	1 2%	-	-	2 4%	1 2%	8 1%
1 - Very Dissatisfied	1 2%	-	1 2%	3 6%	7 15%	-	-	-	2 4%	2 4%	3 6%	1 2%	20 3%
DK	-	2	1	1	1	-	1	1	1	-	-	1	9
REFUSED	1	-	-	-	1	-	1	2	-	-	-	-	5
MEAN	6.4	6.3	6.2	6.2	5.7	6.3	6.2	6.5	6.4	6.0	5.6	6.1	6.2

DTE - Residential Contact Tracking - 2003

1. How satisfied were you with the service you received from the Customer Service Department of KeySpan Energy Delivery?
Colonial Gas

	Year 2003												YTD
	Jan'03	Feb'03	March'03	Apr'03	May'03	June'03	July'03	Aug'03	Sep'03	Oct'03	Nov'03	Dec'03	
TOTAL	48 100%	50 100%	49 100%	49 100%	50 100%	50 100%	51 100%	48 100%	50 100%	50 100%	49 100%	49 100%	593 100%
Top 3 box	42 88%	44 88%	41 84%	41 84%	39 78%	40 80%	45 88%	42 88%	42 84%	46 92%	44 90%	41 84%	507 85%
Neutral	3 6%	3 6%	1 2%	2 4%	2 4%	2 4%	1 2%	1 2%	2 4%	- -	1 2%	- -	18 3%
Bottom 3 box	3 6%	3 6%	7 14%	6 12%	9 18%	8 16%	5 10%	5 10%	6 12%	4 8%	4 8%	8 16%	68 11%
7 - Very Satisfied	31 65%	31 62%	26 53%	29 59%	28 56%	24 48%	33 65%	24 50%	28 56%	34 68%	29 59%	27 55%	344 58%
6	7 15%	5 10%	13 27%	10 20%	6 12%	9 18%	5 10%	12 25%	3 6%	6 12%	6 12%	9 18%	91 15%
5	4 8%	8 16%	2 4%	2 4%	5 10%	7 14%	7 14%	6 12%	11 22%	6 12%	9 18%	5 10%	72 12%
4	3 6%	3 6%	1 2%	2 4%	2 4%	2 4%	1 2%	1 2%	2 4%	- -	1 2%	- -	18 3%
3	- -	2 4%	1 2%	2 4%	1 2%	4 8%	1 2%	4 8%	1 2%	1 2%	1 2%	5 10%	23 4%
2	1 2%	1 2%	2 4%	2 4%	2 4%	1 2%	1 2%	- -	2 4%	1 2%	1 2%	- -	14 2%
1 - Very Dissatisfied	2 4%	- -	4 8%	2 4%	6 12%	3 6%	3 6%	1 2%	3 6%	2 4%	2 4%	3 6%	31 5%
DK	1 -	- -	1 -	1 -	- -	- -	- -	2 -	- -	- -	1 -	1 -	7 -
REFUSED	1 -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 -
MEAN	6.1	6.1	5.8	6.0	5.6	5.6	6.0	6.0	5.7	6.2	6.0	5.8	5.9